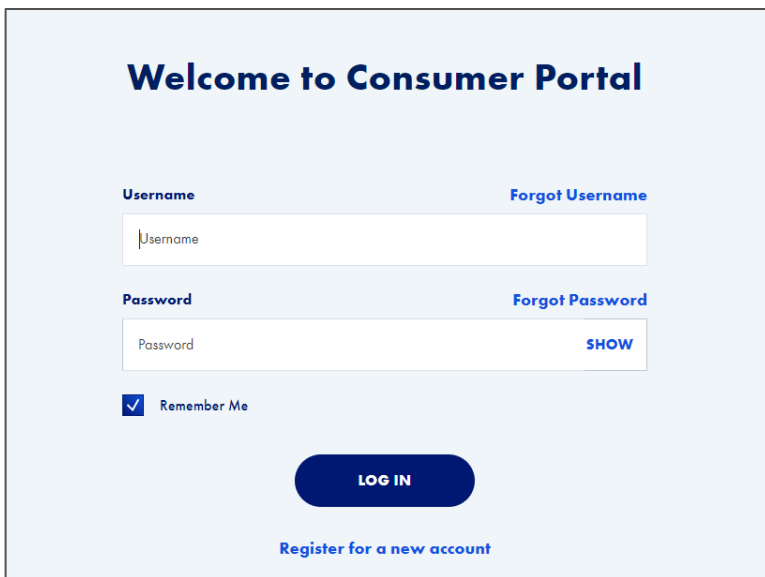


## Forgot/Reset Password

To get started, visit the registration/login page at [corebridgefinancial.com](https://corebridgefinancial.com).

A screenshot of the login page titled "Welcome to Consumer Portal". It features a light blue background. At the top, the title is in a bold, dark blue font. Below the title, there are two input fields: "Username" and "Password". Above the "Username" field is a link for "Forgot Username", and above the "Password" field is a link for "Forgot Password". The "Password" field has a "SHOW" button to its right. Below the input fields is a checked checkbox labeled "Remember Me". At the bottom, there is a dark blue "LOG IN" button and a link for "Register for a new account".

**Welcome to Consumer Portal**

**Username** [Forgot Username](#)

Username

**Password** [Forgot Password](#)

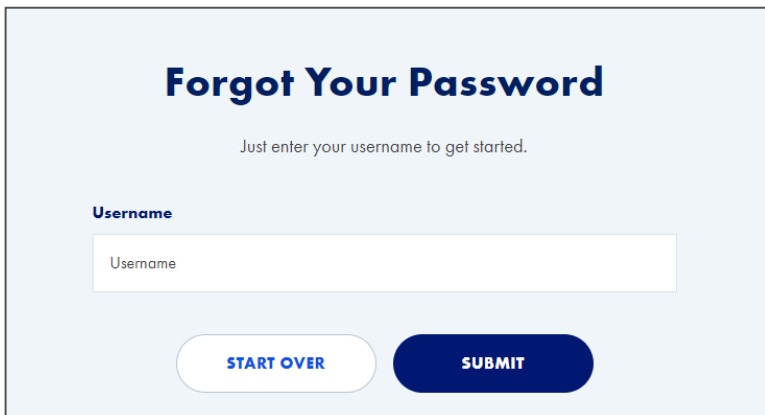
Password [SHOW](#)

Remember Me

**LOG IN**

[Register for a new account](#)

**Step 1:** On the login page of the Policy Owner website, click the **Forgot Password** link located above the right side of the Password field.

A screenshot of the "Forgot Your Password" page. It has a light blue background. The title "Forgot Your Password" is in a bold, dark blue font. Below the title, there is a sub-header "Just enter your username to get started." followed by a "Username" input field. Below the input field are two buttons: "START OVER" (light blue) and "SUBMIT" (dark blue).

**Forgot Your Password**

Just enter your username to get started.

**Username**

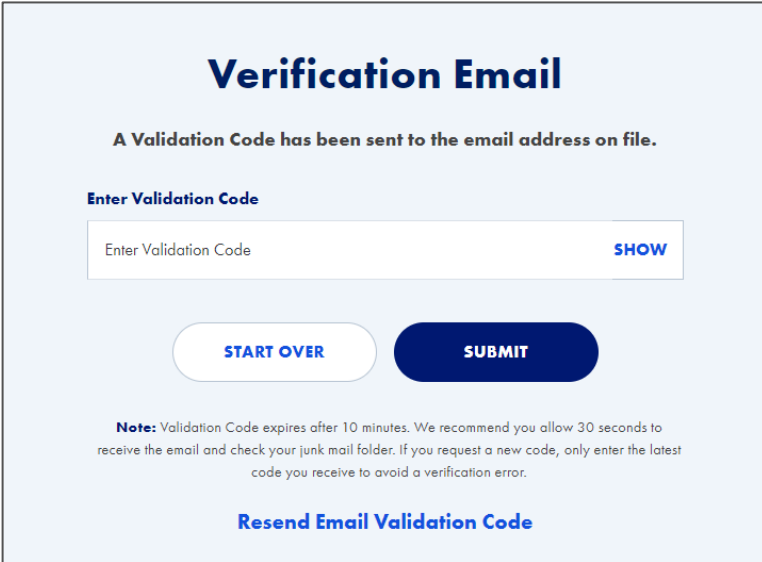
Username

**START OVER** **SUBMIT**

### Step 2: Forgot Your Password

Enter your **Username** then click the **Submit** button below the Username field.

This generates an email with a verification code that you will need to enter on the next **Verification Email** screen.

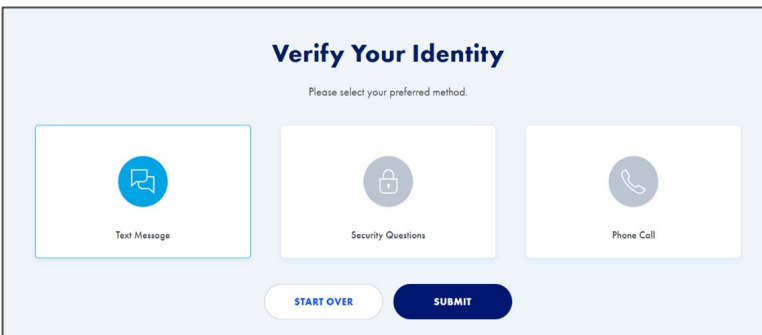


### Step 3: Verification Email

Enter the **validation code** that was sent to the email address on file.

After entering the code, click the **Submit** button below the Enter Validation Code field.

Note:  
The code is only good for 10 minutes

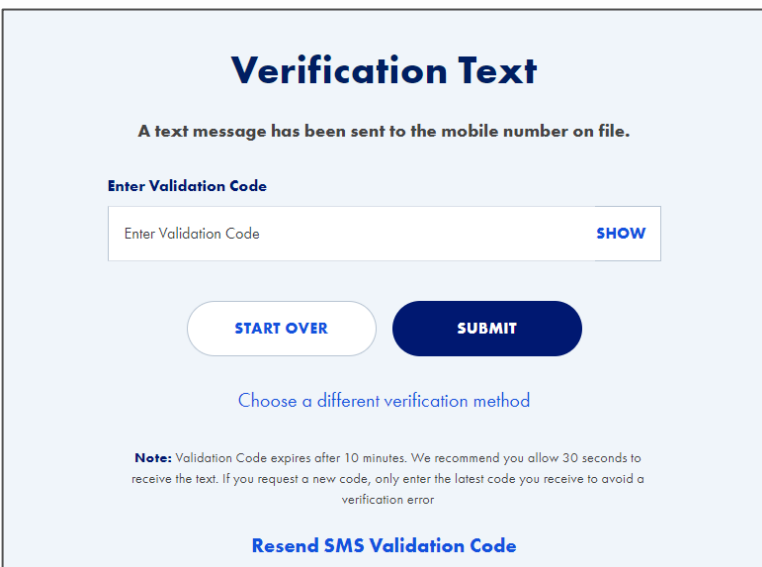


### Step 4: Verify Your Identity

Select your preferred method:

- a. Text Message
- b. Security Question
- c. Phone Call

Click the **Submit** button.



### Step 4a: Verification Text

If you select Text Message, you will receive a **Validation Code** via text.

Enter the code from the text message in the box provided on the screen, then click the **Submit** button below.

Note:

If you need a code resent for the Text message verification, click **Resend SMS Validation Code** at the bottom of the screen.

## Security Question

Please provide an answer to the question below

**Question**

What is the name of a college you applied to but didn't attend?

**Answer**

SHOW

START OVERSUBMIT

Choose a different verification method

### Step 4b: Security Question

If you select Security Questions, one of your previously chosen questions will be displayed on the screen.

Enter the **Answer** in the box provided on the screen, then click the **Submit** button below.

## Verification Phone Call

You will receive a phone call at the number we have on file.

Please dial the following code when prompted :

3

1

5

0

0

2

START OVER

Choose a different verification method

**Note:** If you have not received a verification call to your phone within five minutes, click START OVER and select an alternate validation method.

### Step 4c: Verification Phone Call

If you select Phone Call, you will receive a phone call at the number we have on file.

Enter the **Validation Code** displayed on the screen into the phone pad when prompted.

Note:

If you wish to select a different verification option, click the **Start Over** button or **Choose a different verification method** link at the bottom of the screen.

## Reset Password

**New Password**

SHOW

**Confirm New Password**

SHOW

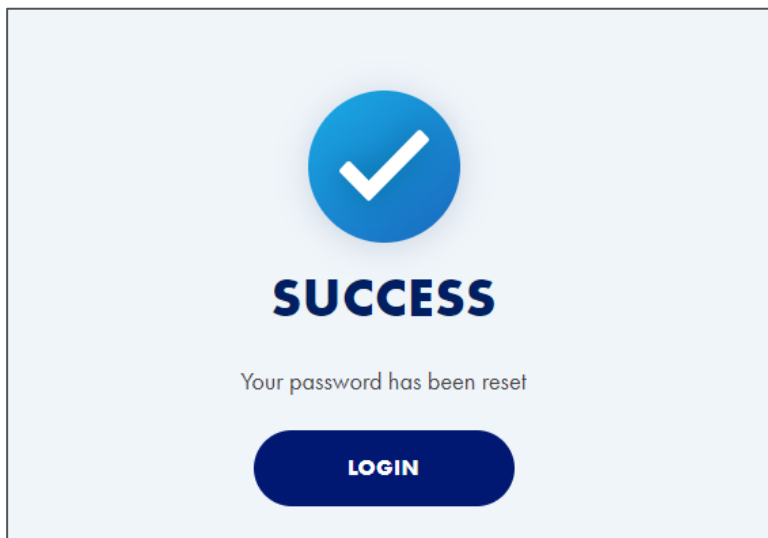
START OVERSAVE

### Step 5: Reset Password

Enter your **New Password**.

Enter your **New Password** a second time to confirm.

Click the **Save** button below.



You will see a **Success** message after completing your password reset.

Click the **Login** button to navigate to the login page of the Policy Owner website and enter your Username and **New Password** to access your account.

**For more resources:** Visit our [Customer Service page](#) at [corebridgefinancial.com](http://corebridgefinancial.com) for more tips and pointers on using your account.

Policies issued by **American General Life Insurance Company** (AGL), Houston, TX except in New York, where issued by **The United States Life Insurance Company in the City of New York** (US Life). **AGL does not solicit, issue or deliver policies or contracts in the state of New York.** Guarantees are backed by the claims-paying ability of the issuing insurance company and each company is responsible for the financial obligations of its products. Products may not be available in all states and features may vary by state. Please refer to the policy for more information.

All companies above are wholly owned subsidiaries of Corebridge Financial, Inc. Corebridge Financial and Corebridge are marketing names used by these companies.

This material is general in nature, was developed for educational use only, and is not intended to provide financial, legal, fiduciary, accounting or tax advice, nor is it intended to make any recommendations. Applicable laws and regulations are complex and subject to change. Please consult with your financial professional regarding your situation. For legal, accounting or tax advice consult the appropriate professional.